

Phoenix *Flyer*

A newsletter by residents for residents



All information correct at time of printing. Please visit www.phoenixch.org.uk for up-to-date information.

A helping hand



Last year our Financial Wellbeing team supported residents to access over £800,000 in unclaimed benefits, grants, and challenges to benefit decisions. The team offer free one to one advice to help residents maximise their income and can make referrals for specialist support through Citizens Advice and debts charities.

In April 2023 the team supported a Phoenix resident to access an annual benefits increase of £10,450 a year and a backdated payment of £4,850 in Pension Credit and Housing Benefit. The resident would like to remain anonymous but shares their experience in the hope that other residents will seek help and support.

It was a difficult time for me. I was struggling to save money to pay my bills and I worried that I wasn't going to be able to keep on top of my rent payments. Both my GP and Phoenix supported me to access Foodbank vouchers so that I could save as much as possible to cover everything. It was a worrying time.

The Financial Wellbeing team were very reassuring and kept me updated throughout. They made sure that the process was easy for me to understand, and I came into The Green Man a few times to go through everything. The claim application took a while to get accepted, but the advisor kept on chasing on my behalf and let me know what was happening through texts and phone calls.

As a result of the work of the Financial Wellbeing Advisor, I was awarded full Pension Credit and Housing Benefit as I had not been getting the full amount I was entitled to. This support

has made a big difference to my life, and I am very thankful for the hard work the team put in.

If you're struggling, it's so important to ask for help and not struggle in silence. Every bit of help can make a difference and I would recommend the Phoenix Financial Wellbeing service.

The festive season can bring additional financial worries for many. For advice and to book a one-to-one appointment with the team, call 0800 0285 700 or email financial.wellbeing@phoenixch.org.uk.



Our Financial Wellbeing team



info@phoenixch.org.uk



www.phoenixch.org.uk



0800 0285 700

Linking up!

Over 100 residents joined us for our first round of Community Link events in October. The new meetings are an opportunity for residents to meet with teams from across Phoenix and discuss any issues at a local level. There were four events in total, held at each Community Link area: Bellingham, South Downham, North Downham and Whitefoot and Grove Park.

The events focused on the topic of damp and mould, including how Phoenix responds to it, as well as tips to prevent moisture in the home.

Thank you to everyone who came along - 98% of you told us that you were satisfied with the events overall and many of you received information from staff across 13 different service areas.

One resident said: *"This has been so useful, I'm really glad I came along."*



Keep an eye out for your invitation to our next series of Community Link events in February 2024!

Residents shape who we employ



In February 2023, we asked residents how they want to be involved at Phoenix. Residents told us that before committing to taking part, they'd like the opportunity to find out more about involvement opportunities and what support we can give them to participate.

Taking this feedback on board, we held our first get-together session with residents who'd expressed an interest in being involved in staff interviewing. The informal session was an opportunity for residents to ask questions to our People Services team and resident Board Member, Eileen Davies, who currently sits on interview panels.

By the end of the session, all six residents decided to get involved and receive interview training.

Your Phoenix Gateway roundup

Our Phoenix Gateway is made up of residents who oversee all resident involvement activities at Phoenix and offer advice to our Board.

On Thursday 26 October, our Phoenix Gateway gathered to discuss topics including Community Links and our Chat & Chips events, tenant satisfaction and our approach to damp and mould and responsive repairs.

The group also completed an exercise on proposals for the future of resident scrutiny and looked at both the Resident Scrutiny Panel and topics for customer journey mapping. The Phoenix Gateway supported the approach proposed to improve resident scrutiny at Phoenix. Turn to page 5 to find out more.



Improving our repairs service

Residents have told us what's good and what needs to get better with our repairs service. In April this year we brought the service fully in house so that we can make improvements. We're already seeing change for the better but there's still more to do.

So, what's next?

We're working in partnership with damp and mould specialists, Healthy Homes, to help us respond to issues of damp and mould. They carry out detailed inspections of homes experiencing problems, deal with any mould present and identify what's causing the problem. They may also install sensors to monitor conditions in the home and will give you advice on what steps to take to heat and ventilate the property.

For all repairs, we're putting an end-to-end process in place so that repairs you report are diagnosed clearly, booked at a convenient time, and can be tracked from start to finish. Once the new software is launched in the new year, you can contact us in the usual way or log a



repair using the same, user-friendly tool our Contact Centre staff use.

We'll give you more information about the new ways of managing repairs in the new year and will ask for your views on how we can continue to improve the service.

Please contact us straight away if you have damp or mould growth in your home.

Damp and mould can have serious health implications if left untreated and we will work with you to resolve the problem and agree the best approach for your home.

Scan the QR code to view our damp and mould information video, visit www.phoenixch.org.uk/advice-support or contact us to request more information.



Understanding Fire Risk Assessments

We're required to carry out Fire Risk Assessments to all our buildings that have more than two homes and a communal area.

The assessments are carried out by competent contractors, who identify any possible fire hazards in the communal spaces of our buildings. Recommendations on how to resolve the hazards are passed onto us so that we can then remove or reduce the risk.

If you would like a copy of your Fire Risk Assessment, you can visit the MyPhoenix resident portal, email building.safety@phoenixch.org.uk or call **0800 0285 700**.

You can view the contractors we're currently working with on our website, or you can contact us using the details above.



We've updated our fire safety guide for residents who live in Phoenix buildings. The guide contains extremely valuable information about building safety measures found in your block and your home.

To view the guide, scan the QR code, visit our website or contact us to request a print copy.



Useful Information

Hazelhurst residents get moving for Macmillan Cancer Support

Residents at Hazelhurst Court raised an astonishing £1,400 for Macmillan Cancer Support – well done to everyone involved!

Residents organised a jumble sale and took part in a sponsored 100-lap 'walkathon' in the Hazelhurst garden. Residents took turns to complete each lap, with family members as young as two getting involved.

Events

International Women's Day

Tuesday 12 March, 5-7pm

Join us at The Green Man for an evening to celebrate International Women's Day and the theme of #InspireInclusion.



Energy advice drop-in

Monday 18 December, 10am-12noon

Drop in at The Green Man for free energy advice from a National Energy Action energy advisor.



Don't get caught by scammers!

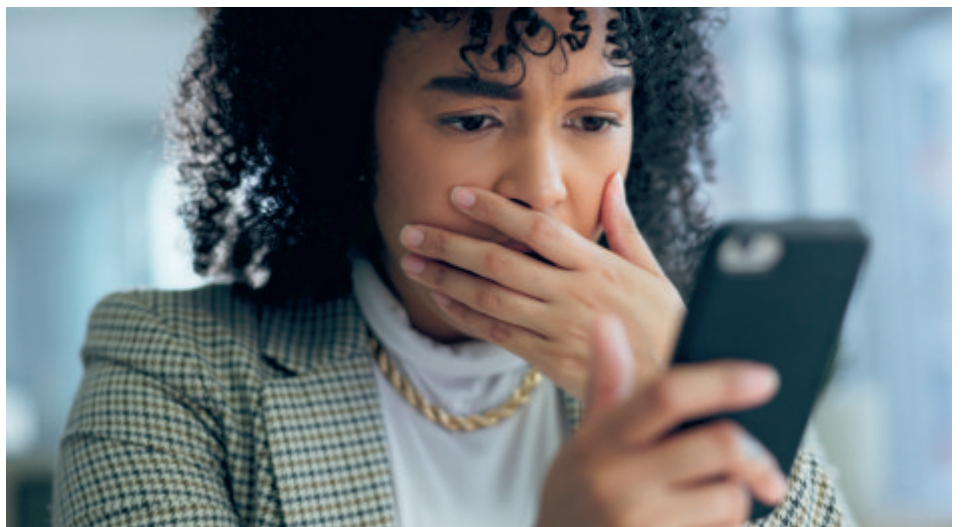
We've noticed a rise in scammers targeting residents pretending to be Phoenix.

Criminals can also disguise themselves as other service providers, and even friends and family members.

Scammers can target you through phone calls, email, letters, texts, and requests to download apps on your phone– they succeed because they look legitimate and can be hard to spot.

As scams get more advanced, it's important to stay alert and always check before clicking links and disclosing personal information.

If you think someone is trying to scam you, please contact us immediately and report it to Action Fraud on **0300 123 2040**.



You're warmly welcome at The Green Man

We're delighted to have designated The Green Man hub as a 'Warm Welcome' space again this winter to offer support for those affected by the increased cost of living.

The Green Man is open from Monday to Friday between 9am-5pm for residents and members of the

community to enjoy comfortable seating, board games, books, free WiFi, free activities, hot drinks, and a children's area free of charge.

We'll also be hosting a series of free winter workshops. Keep an eye out for more activities on our website.



Focus on: Resident Scrutiny



Our Resident Scrutiny Panel monitors and reviews how we're performing to ensure we're meeting our standards.

The panel starts each year by picking topics to focus on based on things like resident satisfaction, feedback from residents at events or suggestions from our Board, Phoenix Gateway, and Phoenix staff. They then look closely at what we're doing to check

if things are working as they should be and make recommendations if things need to improve.

We know our residents know best and the Resident Scrutiny Panel is just one of the ways that residents can have a real impact on our services.

The Resident Scrutiny Panel
have carried out

13

reviews on topics ranging from
social value and housing officers
to fencing and caretaking.

The future of Resident Scrutiny

We're now looking at ways to improve resident scrutiny at Phoenix and will be working with our Resident Scrutiny Panel and external experts to explore options for the future.

In November 2022, we invited residents who had a negative experience with our complaints process to share their views. In response to their feedback, we launched a new Complaints Investigation Team and revised our Complaints Policy to improve our processes. As a result, we're starting to see an increase in resident satisfaction with how we handle complaints.

We now want to do a similar exercise with residents to find out about their experience of how we deal with damp and mould. The exercise will be overseen by our Resident Scrutiny Panel who will use the outcomes to shape their review of this service.

If you would like to get involved in reviewing our approach to damp and mould, please contact **resident.involvement@phoenixch.org.uk** or call **0800 0285 700**.

Resident views

Resident satisfaction

Our quarterly resident satisfaction survey results are in! Here's what you told us:

- **72%** of residents are satisfied with Phoenix overall
- **66%** of residents agree that Phoenix listens and acts upon their views
- **82%** of residents agree that Phoenix treats them fairly and with respect
- **70%** of residents are satisfied with the time taken to complete their most recent repair.

The latest results show that we're performing better in areas including completing repairs, maintaining our homes and complaint handling. Satisfaction with our approach to managing anti-social behaviour and maintaining communal areas has decreased.

Visit www.phoenixch.org.uk/performance to view the full survey results summary.

Share your views on a new parking scheme

We'd like to get your views on re-introducing a permit-controlled parking scheme on our estates where on-site parking is an issue:

- Randisbourne Gardens
- Langthorne Court
- Falkland House
- Watermead
- Berkshire House & Southend Lane
- Riverpark Gardens
- Passfields
- Ravensbourne Estate
- Stoms Path/Steve Biko Lane

Introducing a parking scheme will ensure that non-residents do not park on our estates, greens or on cross hatched areas which prevents access for refuse and emergency vehicles. It will also ensure that residents with a blue badge can park in disabled bays.

Your views matter and we'd like to get your feedback. To share your views, please contact **estate.services@phoenixch.org.uk** or call **0800 0285 700**. Feedback deadline: Friday 5 January 2024.



Christmas opening hours

Monday 25 and Tuesday 26 December – closed
Wednesday 27 - Friday 29 December – 10am-4pm
Monday 1 January – closed
Tuesday 2 January – normal hours resume

Our repairs service will carry out emergency repairs only during this time and our out of hours service will continue as normal.

Making a complaint

You can register a complaint by telephone, in writing, in person or by email at complaints@phoenixch.org.uk. Visit our website or contact us for more information on our complaints process.

If you are unhappy with how we've handled your complaint, you can discuss your complaint with the Housing Ombudsman at any point during the complaints process.

The Housing Ombudsman can formally investigate your complaint when the Phoenix complaints process has ended.

To contact the Housing Ombudsman, call them directly on **0300 111 3000**, visit www.housing-ombudsman.org.uk or write to: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

For updates, visit our website.



INVESTORS IN PEOPLE™
We invest in people Gold



Phoenix Community Housing, The Green Man, 355 Bromley Road, London, SE6 2RP